

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	49302	("705").CLAS.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/04 11:52
S2	5459	(705/26).CCLS.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/04 11:52
S3	1761	(705/27).CCLS.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/04 11:52
S4	309	interactive same (voiceover (voice adj over)) same ((graphical user interface) GUI)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 11:58
S5	69	S4 and @ay<"2002"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:00
S6	8	interactive same (voiceover (voice adj over)) same ((graphical adj user adj interface) GUI)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 11:58
S7	16	("20010040950"   "4922519"   "5163083"   "5181237"   "5524146"   "5684866"   "5898771"   "6009161"   "6044142"   "6185289"   "6185290"   "6249809"   "6269337"   "6535596"   "6725303"   "6760426").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2007/04/04 11:59
S8	52	S4 and S1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:05

## EAST Search History

S9	1	(interactive bidirection\$3)same (online internet web) same ((product item component) near10 (image picture)) same voiceover	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:07
S10	0	("2002/0120674").URPN.	USPAT	OR	ON	2007/04/04 12:06
S11	1	(interactive bidirection\$3)same (online internet web) same ((product item component) near10 (image picture)) same (voice adj over)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:07
S12	22	(voiceover (voice adj over)) same (product merchandise item component) same descri\$6 same (image picture)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:09
S13	1740	audio\$6 same (product merchandise item component) same descri\$6 same (image picture)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:09
S14	186	S13 and S1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:09
S15	79	S14 and @ay<"2002"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/04 12:09
S16	6	("2002/0072974").URPN.	USPAT	OR	ON	2007/04/04 13:09
S17	7	("5907275").URPN.	USPAT	OR	ON	2007/04/04 13:09
S18	3881	(client user customer consumer) same (agent help advisor) same (simultaneou\$3 "same") same (view\$3 screen listen\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/05 15:54
S19	49451	("705").CLAS.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/05 15:54
S20	47124	"4" and S19	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/05 15:54

## EAST Search History

S21	508	S18 and S19	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/05 15:54
S22	5471	(705/26).CCLS.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2007/04/05 15:54
S23	75	S18 and S22	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/05 15:55
S24	6	pugliese.in. and S19	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2007/04/05 15:55
S25	4	(US-20020072974-\$ or US-20020091607-\$ or US-20010044751-\$).did. or (US-5907275-\$).did.	US-PGPUB; USPAT	OR	ON	2007/04/05 15:56

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4 marked items

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Databases selected: Multiple databases...

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## Research Summary - April 6, 2007

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- [Multimedia applications using mobile agents: Streaming audio chat](#)  
by *Pai, Sunil Ballambettu*, M.S., *The University of Texas at Arlington*, 2001, 87 pages; AAT 1404029
- [Live help is on the way](#)  
*Phat X Chiem. B to B*. Chicago: Dec 4, 2000. Vol. 85, Iss. 20; p. 25 (2 pages)
- [The next wave: Internet technology in the call center](#)  
*Murray Bookman. Call Center CRM Solutions*. Jun 2000. Vol. 18, Iss. 12; p. 72 (4 pages)
- [Linking the Internet to the call center](#)  
*Al Baker. Telemarketing & Call Center Solutions*. Mar 1997. Vol. 15, Iss. 9; p. 80 (4 pages)

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\(view??? or listen??? or video or audio\)  
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